CPCS
View/Track Cardholder Transactions

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Chapter 7 View/Track Cardholder Transactions

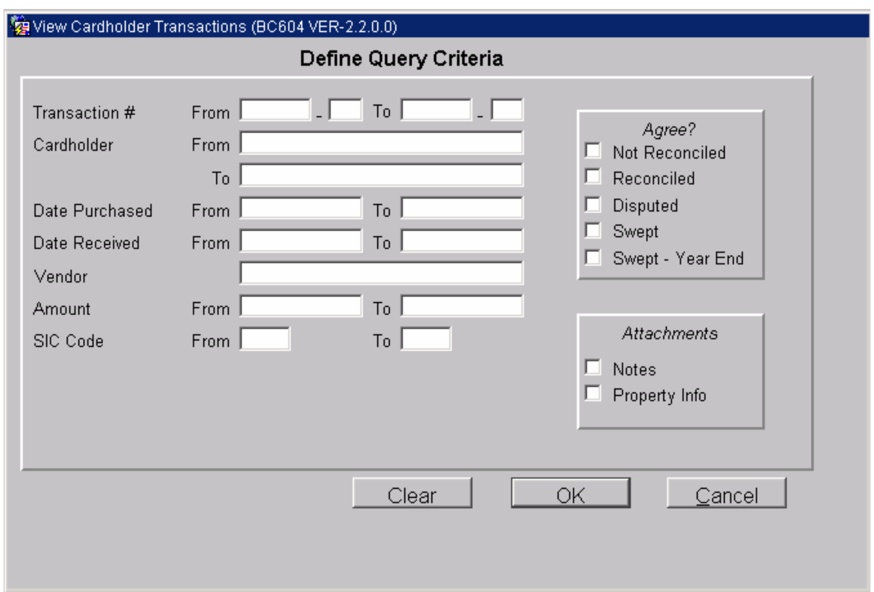
Cardholders, group administrators, initiators, and approving officials have the ability to view and track cardholder transactions and disputes based on user-specified criteria. CPCS includes separate menu options for viewing and tracking transactions and disputes. Each individual process is documented in the following sub-sections.

The main difference between viewing and tracking transactions is the CPCS tracking ability available from tracking transactions. This functionality allows users to drill down to the actions and approvals applicable to the selected transaction. CPCS tracking capabilities do not apply to viewing transactions and disputes.

Cardholders have the ability to view and track transactions applicable to activity on their bankcard(s). Group administrators, initiators, and approving officials must specify the cardholder(s) for whom they wish to view/track transactions.

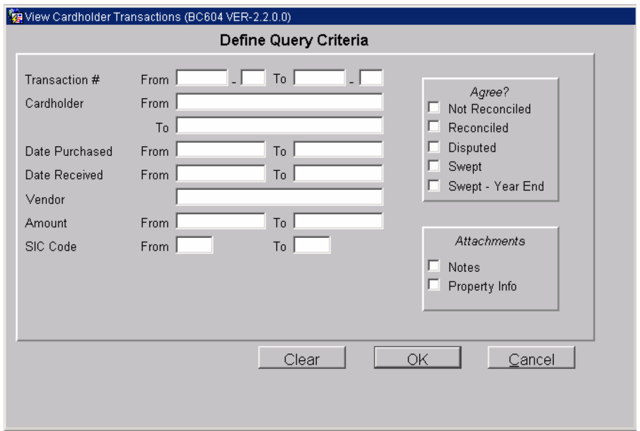
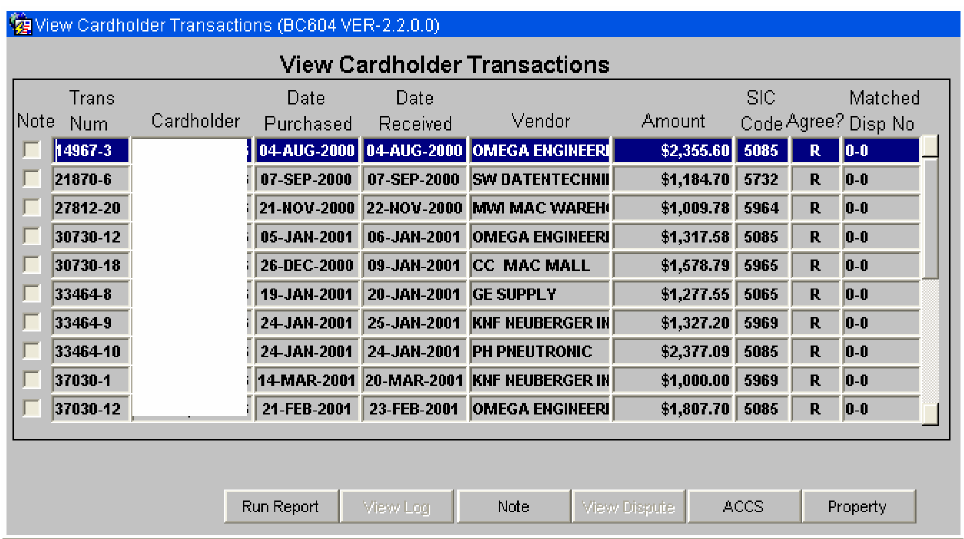
7.1 View Cardholder Transactions

Cardholders, group administrators, initiators, and approving officials can view transactions for cardholders. The following illustrates the View Cardholder Transactions (BC-604) screen which is used by to define the query criteria:



Data can be queried based on the transaction number, cardholder, dates, vendor, amounts, status, property/note identifiers, or SIC codes. Users can also combine any of those elements when specifying the query criteria. The View Cardholder Transactions (BC-604) screen only requires that fields applicable to the user's needs are completed when defining the query criteria.

Users perform the following steps to view cardholder transactions:

Step	*Action*
1	Select the **BC604 – View Transactions** menu option.
2	Enter criteria in applicable fields on the Define Query Criteria screen:  *Note: Group administrators, initiators, and approving officials may specify the cardholder(s)if they do not want to see transactions for all cardholders assigned to them.*
3	Click on the **OK** button.
4	The View Cardholder Transactions screen is displayed with data meeting the specified query criteria:  *Note: The cardholder's name has been deleted from the screen print shown above due to Privacy Act restrictions; this information would be displayed for CPCS users.*

Screen for step 2:

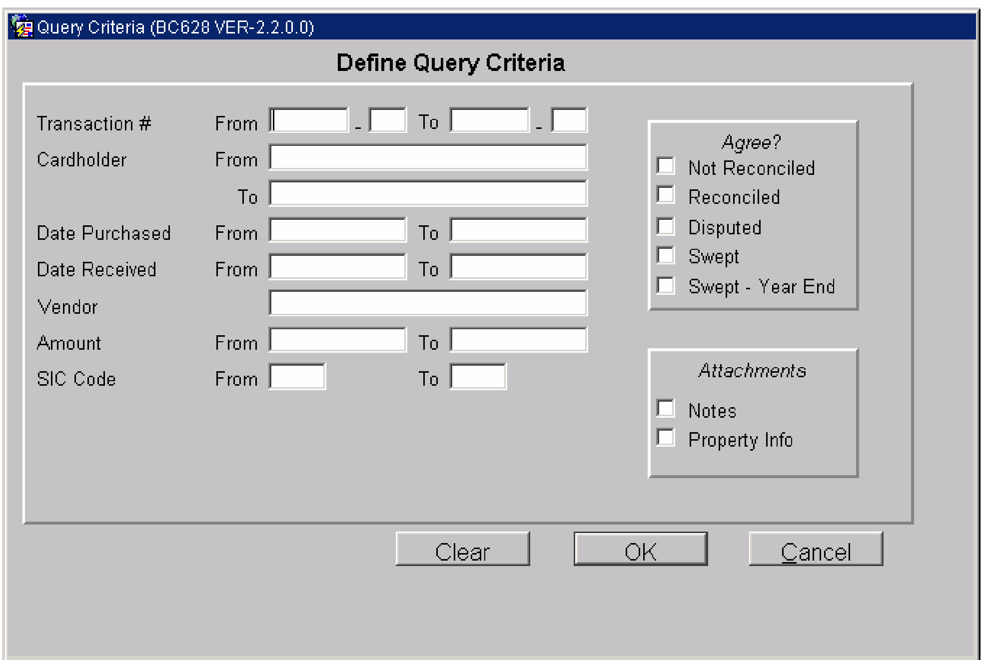
Screen for step 4:

Note	Trans Num	Cardholder	Date Purchased	Date Received	Vendor	Amount	SIC Code	Agree?	Matched Disp No
	14967-3		04-AUG-2000	04-AUG-2000	OMEGA ENGINEERI	$2,355.60	5085	R	0-0
	21870-6		07-SEP-2000	07-SEP-2000	SW DATENTECHNII	$1,184.70	5732	R	0-0
	27812-20		21-NOV-2000	22-NOV-2000	MWI MAC WAREH(	$1,009.78	5964	R	0-0
	30730-12		05-JAN-2001	06-JAN-2001	OMEGA ENGINEERI	$1,317.58	5085	R	0-0
	30730-18		26-DEC-2000	09-JAN-2001	CC MAC MALL	$1,578.79	5965	R	0-0
	33464-8		19-JAN-2001	20-JAN-2001	GE SUPPLY	$1,277.55	5065	R	0-0
	33464-9		24-JAN-2001	25-JAN-2001	KNF NEUBERGER IN	$1,327.20	5969	R	0-0
	33464-10		24-JAN-2001	24-JAN-2001	PH PNEUTRONIC	$2,377.09	5085	R	0-0
	37030-1		14-MAR-2001	20-MAR-2001	KNF NEUBERGER IN	$1,000.00	5969	R	0-0
	37030-12		21-FEB-2001	23-FEB-2001	OMEGA ENGINEERI	$1,807.70	5085	R	0-0

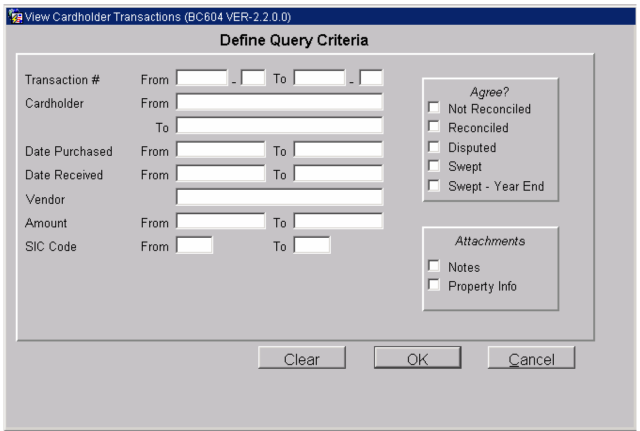
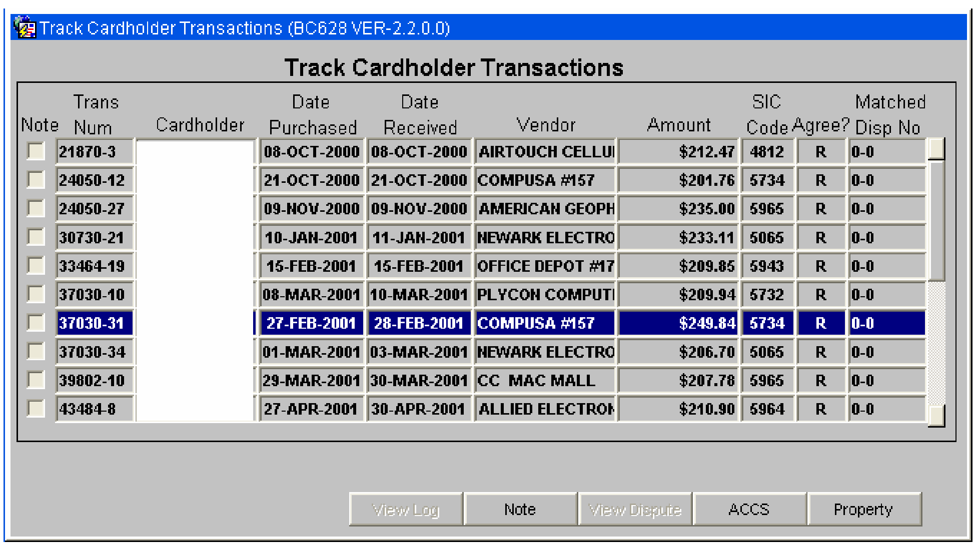
Step	Action
5	Option buttons available are determined based on the transaction selected: ➢ Click on the **Run Report** button to generate a bankcard statement for the cardholder ➢ Click on the **View Log** button to view the cardholder's order log; ➢ Click on the **Note** button to view note information applicable to the selected transaction; ➢ Click on the **View Disputes** button to view information applicable to disputed transactions; ➢ Click on the **ACCS** button to view ACCS data for the selected transaction; ➢ Click on the **Property** button to view accountable property details.
6	Click on the **Exit** icon to return to the menu.

7.2 Track Cardholder Transactions

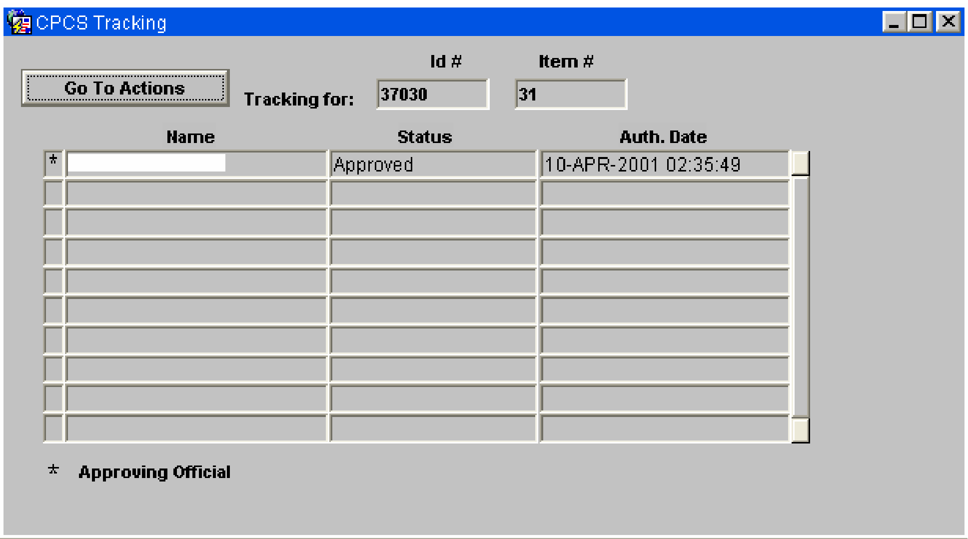
In addition to the information available when viewing transactions, CPCS tracking functionality allows users to drill down to the actions and approvals applicable to the selected transaction. Cardholders, group administrators, initiators, and approving officials can track cardholder transactions by using the Query Criteria (BC-628) screen illustrated below:

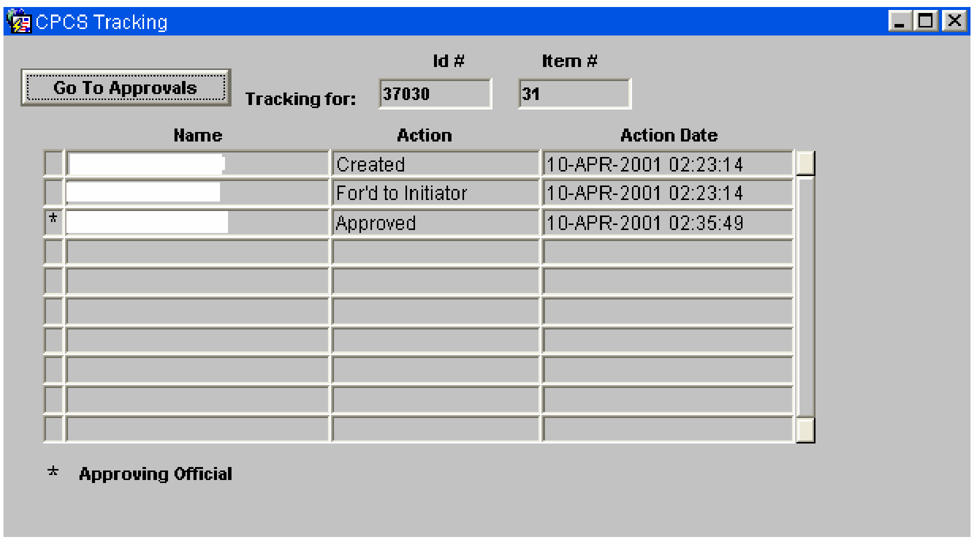


Users perform the following steps to view cardholder transactions:

Step	*Action*
1	Select the **BC628 – Track Cardholder Transactions** menu option.
2	Enter criteria in applicable fields on the Define Query Criteria screen: 
3	Click on the **OK** button.
4	The View Cardholder Transactions screen is displayed with data meeting the specified query criteria:  *Note: The cardholder's name has been deleted from the screen print shown above due to Privacy Act restrictions; this information would be displayed for CPCS users.*

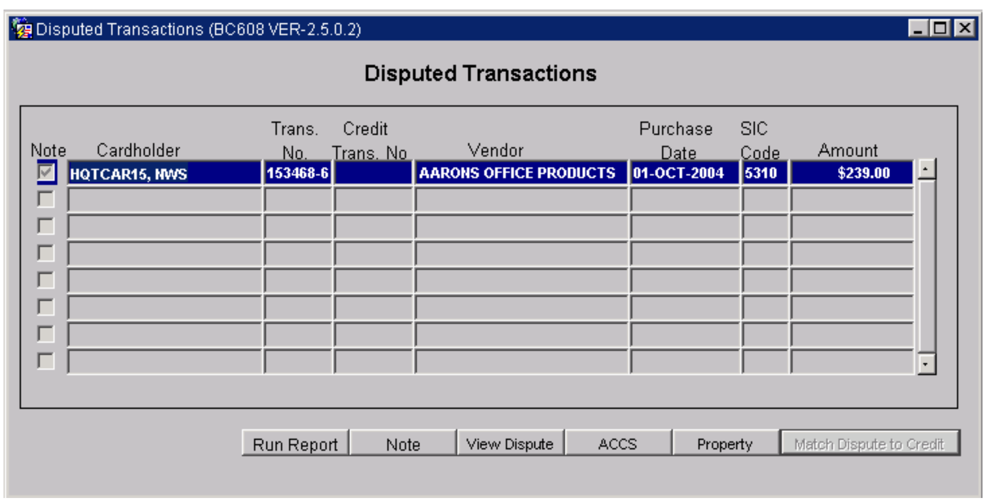
Note	Trans Num	Cardholder	Date Purchased	Date Received	Vendor	Amount	SIC Code	Agree?	Matched Disp No
	21870-3		08-OCT-2000	08-OCT-2000	AIRTOUCH CELLUI	$212.47	4812	R	0-0
	24050-12		21-OCT-2000	21-OCT-2000	COMPUSA #157	$201.76	5734	R	0-0
	24050-27		09-NOV-2000	09-NOV-2000	AMERICAN GEOPH	$235.00	5965	R	0-0
	30730-21		10-JAN-2001	11-JAN-2001	NEWARK ELECTRO	$233.11	5065	R	0-0
	33464-19		15-FEB-2001	15-FEB-2001	OFFICE DEPOT #17	$209.85	5943	R	0-0
	37030-10		08-MAR-2001	10-MAR-2001	PLYCON COMPUTI	$209.94	5732	R	0-0
	37030-31		27-FEB-2001	28-FEB-2001	COMPUSA #157	$249.84	5734	R	0-0
	37030-34		01-MAR-2001	03-MAR-2001	NEWARK ELECTRO	$206.70	5065	R	0-0
	39802-10		29-MAR-2001	30-MAR-2001	CC MAC MALL	$207.78	5965	R	0-0
	43484-8		27-APR-2001	30-APR-2001	ALLIED ELECTRON	$210.90	5964	R	0-0

Step	*Action*
5	Option buttons available are determined based on the transaction selected: ➢ Click on the **View Log** button to view the cardholder's order log; ➢ Click on the **Note** button to view note information applicable to the selected transaction; ➢ Click on the **View Disputes** button to view information applicable to disputed transactions; ➢ Click on the **ACCS** button to view ACCS data for the selected transaction; ➢ Click on the **Property** button to view accountable property details.
6	Double-click on a transaction to access the **CPCS Tracking** screen  *Note: The approving official's name has been deleted from the screen print shown above due to Privacy Act restrictions; this information would be displayed for CPCS users.*

Step	*Action*
7	Click on the **Go To Actions** button to view details applicable to the selected transaction.  *Note: Names have been deleted from the screen print shown above due to Privacy Act restrictions; this information would be displayed for CPCS users.*
8	Click on the **Exit** icon to return to the **Track Cardholder Transactions** screen.
9	Click on the **Exit** icon to return to the menu.

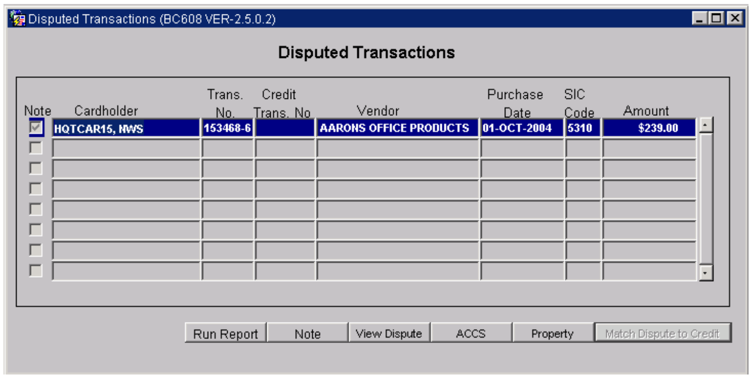
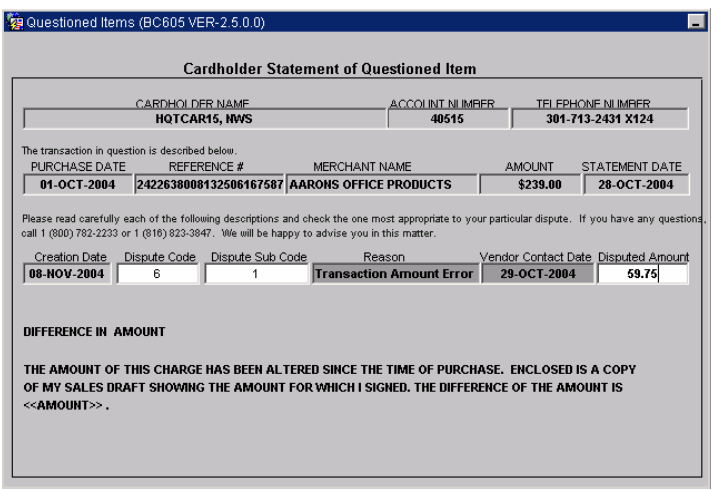
7.3 View Disputes

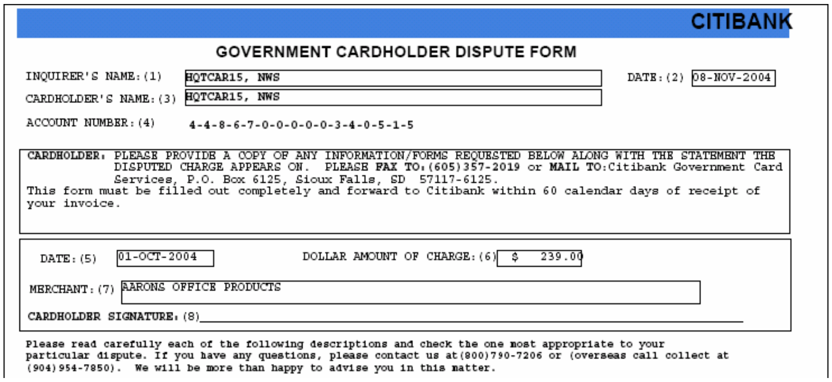
Cardholders, group administrators, and approving officials can view disputed transactions. Although the Disputed Transaction screen is similar to the Monitor Outstanding Disputes screen, disputed transactions cannot be reconciled from this screen. The following is an illustration of the Disputed Transaction (BC-608) screen:



Additional details can be viewed by clicking on the buttons on the bottom portion of the screen. Please refer to Section 6.2.2.1 for detailed procedures related to the dispute process. The Match Dispute to Credit option is only available when the Disputed Transaction screen is accessed from the Reconcile Transaction screen.

Users perform the following steps applicable to the View Dispute menu option:

Step	Action
1	Select the **View Dispute (BC-608)** menu option.
2	Highlight the disputed transaction  *Note: The Match Dispute to Credit option is only available during the reconciliation process to match a credit with the disputed transaction.*
3	Click on the **View Dispute** button to view details for the disputed transaction 
4	For additional details applicable to the transaction: ➢ Click on the **Note** button to view note information applicable to the selected transaction; ➢ Click on the **ACCS** button to view ACCS data for the selected transaction; ➢ Click on the **Property** button to view accountable property details.

Step	*Action*
5	Click on the **Run Report** button to generate the Government Cardholder Dispute Form, which can be viewed using Adobe Acrobat Reader. The following is a partial illustration of the dispute form:  CITIBANK GOVERNMENT CARDHOLDER DISPUTE FORM INQUIRER'S NAME:(1) HQTCAR15, NWS DATE:(2) 08-NOV-2004 CARDHOLDER'S NAME:(3) HQTCAR15, NWS ACCOUNT NUMBER:(4) 4-4-8-6-7-0-0-0-0-0-3-4-0-5-1-5 **CARDHOLDER:** PLEASE PROVIDE A COPY OF ANY INFORMATION/FORMS REQUESTED BELOW ALONG WITH THE STATEMENT THE DISPUTED CHARGE APPEARS ON. PLEASE **FAX TO:**(605)357-2019 or **MAIL TO:**Citibank Government Card Services, P.O. Box 6125, Sioux Falls, SD 57117-6125. This form must be filled out completely and forward to Citibank within 60 calendar days of receipt of your invoice. DATE:(5) 01-OCT-2004 DOLLAR AMOUNT OF CHARGE:(6) $ 239.00 MERCHANT:(7) AARONS OFFICE PRODUCTS CARDHOLDER SIGNATURE:(8)__________ Please read carefully each of the following descriptions and check the one most appropriate to your particular dispute. If you have any questions, please contact us at(800)790-7206 or (overseas call collect at (904)954-7850). We will be more than happy to advise you in this matter.
6	To print the Dispute form within Adobe Acrobat, select **File** – **Print** from the drop-down menu **<u>or</u>** Click on the **Print** icon
7	Exit Adobe Acrobat and return to the **Disputed Transactions** screen.
8	Click on the **Exit** icon to return to the menu.